LISTING OF THE CLAIMS

1. (Canceled)

2. (Previously Presented) The method of claim 25, further comprising the step of selecting and dispatching appropriate help information to a user.

3-13. (Cancelled)

14. (Previously Presented) The method of claim 25, further comprising the step of directing the error events to resources capable of assisting in resolving the error.

15. (Cancelled)

16. (Previously Presented) The method of claim 25, further comprising the steps of:

receiving a help query from one of the plurality of system elements;

providing help information in response to the help query; and

dynamically updating the help information.

17. (Previously Presented) The method of claim 25, wherein the providing step further comprises the step of dispatching help information to the system element associated with the error, where the dispatching step is performed substantially immediately after the receiving step.

18. (Previously Presented) The method of claim 17, further comprising the step of dynamically updating the help information.

19. (Previously Presented) The method of claim 17, further comprising the step of investigating the error by soliciting additional information about the occurrence of the error from the system element associated with the error.

20. (Previously Presented) The method of claim 25, further comprising the step of determining a preferred assistance option based on previous assistance options provided in response to an error; and wherein the selecting step includes selecting the preferred assistance option.

21. (Previously Presented) The method of claim 25, wherein the error-resource comprises a database containing information regarding resolution of errors and bypassing of errors.

22. (Previously Presented) The method of claim 25, further comprising the step of determining the priority of the error relative to any outstanding errors.

23. (Previously Presented) The method of claim 25, further comprising the step of generating an information-package in response to the receiving step; wherein the information-package comprises an error-identification, and at least one of a system identification, an application identification, a time stamp, a location, a priority, and an internal state.

24. (Previously Presented) The method of claim 25, further comprising the step of propagating an error alert to one or more components of the computer system that may be affected by the occurrence of the error.

25. (Currently Amended) A method for processing an error occurring in a system element operating in a computer system having a central-resource, the method comprising the steps of:

receiving an error message at the central-resource from the system element indicating the occurrence of an error associated with the system element;

determining whether a connection exists between the system element and the central-resource;

transmitting the error message from the system element to the central resource when the connection exists; and

when the connection does not exist, queuing the error message for later transmission to the central resource;

referencing an error-resource having a plurality of assistance options;

selecting an assistance option from the plurality of assistance options in accordance with the error message; ~~and~~

filtering the error message for an error type;

providing the assistance option to the system element through a routing server in accordance with the error type.

26. (Cancelled)

27. (Previously Presented) The method of claim 25, further comprising the step of locating an alternative resource to substitute for a failed resource associated with the error.

28. (Previously Presented) The method of claim 25, wherein the assistance includes help information, the method further comprising the step of dynamically updating the help information.

29. (Cancelled)

30. (Previously Presented) The method of claim 25, further comprising the step of investigating the error by soliciting additional information about the occurrence of the error from the system element associated with the error.

31. (Cancelled)

32. (Currently Amended) A system for tracking and processing errors that occur in a distributed computer system, wherein the system comprises:

a resource server for processing the errors;

a database of information accessible to the resource server and useful in resolving and bypassing said errors;

a routing server for contemporaneously directing messages and responses to the errors to and from components of the distributed computer system; and

a filter for sorting said errors of different error types and directing the messages and the response to the errors through the routing server to different components of the distributed computer system in accordance with the error type.

33-42. (Cancelled)

43. (Currently Amended) A method for tracking and resolving errors, comprising the steps of:

identifying the processing of at least two errors by at least one system element;

intercepting the processing of the errors;

generating at least two error messages related to each of the errors;

filtering, by an error type, the error messages by determining at least one response category for each of the errors;

generating a response for each of the error messages based at least in part on the response category; and

dispatching, through a routing server, at least one response to ~~the~~ a system element processing the error related to the response, in accordance with the error type.

44. (Currently Amended) The method of claim 43, wherein the filtering step further comprises determining the errors that require assistance of [[a]] another system element.

45. (Previously Presented) The method of claim 43, wherein the filtering step further comprises determining the errors that require assistance of an external element.

46. (Currently Amended) The method of claim 43, wherein the filtering step further comprises determining the errors that require a physical change to ~~the~~ a distributed computer system.

47. (Previously Presented) The method of claim 43, wherein the filtering step further comprises determining the errors that require user intervention.

48. (Previously Presented) The method of claim 43, wherein the filtering step further comprises determining the errors that are resolved automatically.

49. (Currently Amended) A method for tracking and resolving errors, comprising the steps of:

receiving, at a central resource, at least two error messages, related to at least two errors occurring on at least one of a plurality of system elements;

filtering, by an error type, the error messages by determining at least one category of response for each of the errors;

generating, by the central resource, an error pack based on the error message, containing at least one assistance option; and

transmitting the error pack to the system element that generated the error message, through a routing server in accordance with the error type.

50. (Currently Amended) [[A]] The method for tracking and resolving errors, according to claim 49, further comprising the steps of:

~~identifying the processing of at least two errors by at least one system element;~~

~~intercepting the processing of the errors;~~

~~generating at least two error messages related to each of the errors;~~

determining at least one priority level for each of the errors;

prioritizing the error messages based on the priority level; and

dispatching at least one response to the system element processing the error in an order based on the priority level.

51. (Currently Amended) The method of claim ~~26~~ 50, wherein the prioritizing step further comprises identifying the error that is the most significant threat to the system element.

52. (Cancelled)